



Police Communications Officer

Police Department

PD/13

JOB SUMMARY

This position answers emergency and non-emergency calls for service and dispatches appropriate personnel. This position is responsible for maintaining and updating the FCIC/NCIC databases, amongst others. An incumbent in this position may be designated "Senior Communications Officer."

MAJOR DUTIES

- Receives emergency calls; prioritizes and enters information into CAD system.
- Dispatches appropriate personnel in response to both emergency and non-emergency calls.
- Accesses FCIC/NCIC databases, and other law enforcement computer systems, to provide information to field personnel.
- Make entries and updates to FCIC/NCIC databases related to stolen vehicles, stolen property, missing and wanted persons, etc.
- Relays and coordinates instructions, precautions, and questions to and from Police, Fire, and Emergency Medical personnel.
- Maintains and files logs of all calls and dispatches.
- Receives and processes complaints and questions from the general public.
- Provides information and assistance to callers.
- Receives and transmits messages between city departments and between the city and external agencies.
- Monitors surveillance cameras.
- Maintains FCIC/NCIC certification.
- Performs related duties.

KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of emergency communications principles and practices.
- Knowledge of FCIC/NCIC policies and procedures.
- Knowledge of emergency dispatch policies and procedures.
- Knowledge of radio and telecommunications equipment.
- Skill in the use of computers and job-related software programs.
- Skill in planning, organizing, analyzing, decision making, and problem solving.
- Skill in making decisions in high pressure and emergency situations.
- Skill in public relations.
- Skill in interpersonal relations.
- Skill in oral and written communication.

SUPERVISORY CONTROLS

The Police Communications Supervisor assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

GUIDELINES

Guidelines include state and federal law, CJIS, FCIC, and NCIC guidelines, DHSMV policies, and city and department training manuals, policies, and procedures. These guidelines are generally clear and specific but may require some interpretation in application.

COMPLEXITY/SCOPE OF WORK

- The work consists of related emergency communications duties. The necessity of responding to unforeseen and emergency situations contributes to the complexity of the work.
- The purpose of this position is to perform emergency dispatch operations. Successful performance contributes to the efficient and effective response to emergency and life-threatening situations, as well as non-emergency situations.

CONTACTS

- Contacts are typically with department personnel, representatives of emergency services agencies, towing companies, taxi companies, and the general public.
- Contacts are typically to give or exchange information, resolve problems, provide services, and

motivate persons.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, or stooping. The employee frequently lifts light and occasionally heavy objects and uses tools or equipment requiring a high degree of dexterity.
- The work is typically performed in an office. The employee may be exposed to noise.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

None.

MINIMUM QUALIFICATIONS

- Ability to read, write and perform mathematical calculations at a level commonly associated with the completion of high school or equivalent.
- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.
- Requirement to successfully pass department training program.
- Possession of, or ability to readily obtain, appropriate FCIC/NCIC certification.
- Completion of the National Dispatcher Selection Test (NDST) and must obtain a minimum score of 70%.
- Possession of, or ability to obtain, Florida Department of Health Dispatcher certification.

EMPLOYEE ACKNOWLEDGMENT

I hereby acknowledge receipt of the job description and certify that I meet the qualification requirements stated herein and I am able to perform the essential duties and responsibilities of this position. I acknowledge that in addition to the duties outlined above I may be required to perform additional duties.

Signature

Date